

COMPLAINTS HANDLING POLICY

Following is the policy procedure for handling complaints within Lakeford Real Estate.

- 1.
2. All complaints must be made in writing and addressed to the Principal of Lakeford Real Estate. This can be by email or letter.
3. Once a complaint has been received, the Principal will:
 - a) Accept the complaint, wholly or partly; or
 - b) Reject the complaint in writing
4. If the Principal accepts the complaint and restitution is required to be made to the complainant, the Principal will arrange for the restitution to be made –
 - c) Within 14 days after accepting the complaint; or
 - d) If both parties agree, by a later date
5. If the Principal rejects the complaint, the Principal must give the complainant written reasons for the rejection. This may be done by email or letter.

Tiohen Pty Limited Trading as Lakeford Real Estate is governed by the following legislation:

Property Stock and Business Agents Act 2002 No 66 ~

<https://www.legislation.nsw.gov.au/#/view/act/2002/66/whole>

Residential Tenancies Act 2010 No 42 ~ <https://www.legislation.nsw.gov.au/#/view/act/2010/42>

Residential Tenancies Amendment (Review) Act 2018 No 58 ~

<https://www.legislation.nsw.gov.au/#/view/act/2018/58>

Real Property Act 1900 No 25 ~ <https://www.legislation.nsw.gov.au/#/view/act/1900/25>

Land Sales Act 1964 No 12 ~ <https://www.legislation.nsw.gov.au/#/view/act/1964/12>

The Privacy Act 1988 ~ <https://www.oaic.gov.au/privacy/the-privacy-act/>

Anti Discrimination Act 1977 No 48 ~ <https://www.legislation.nsw.gov.au/#/view/act/1977/48>

Work Health and Safety Act 2011 No 10 ~ <https://www.legislation.nsw.gov.au/#/view/act/2011/10>

Spam Act 2003 ~ <https://www.legislation.gov.au/Details/C2016C00614>